

IT Strategy and Goals – Customer Service

6. Customer Service

While Information Technology is increasingly becoming a strategic tool, it remains a support function. Thus, the service and support that we provide to our internal customers is key to our success as well as theirs.

[Service orders on line](#)

[Disaster recovery](#)

[Service level agreements/metrics](#)

[Capacity management](#)

[Visible network structure for ITN](#)

[Web based agency billing](#)

[Content management](#)

[Enterprise operations center](#)